



Michigan's Long-Term Care Connections (MLTCC)

Single Point of Entry

Michigan's Long-Term Care Connections

The Michigan Medicaid Long-Term Care Task Force identified nine recommendations for change to improve access and choices for persons using long term care services and supports. To assist in developing the Single Point of Entry system as recommended, Michigan secured an *Aging and Disability Resource Center (ADRC) Grant* from the Administration on Aging (AoA) and the Centers for Medicare & Medicaid Services (CMS). The goal is to create a single, coordinated system of information and access for all persons seeking long-term care services. By focusing on customer experiences, the MLTCC will minimize confusion, enhance individual choice, and support informed consumer decision-making.

Vision

Each Long Term Care Connection (LTCC) site is a highly visible and trusted source of information and assistance about long term care, aiding Michigan residents with planning and access to needed services and supports, in accordance with their preferences.

Mission

The MLTCC will improve access and enhance consumer control by providing information and assistance to individuals needing either public or privately-funded services; professionals seeking assistance on behalf of their clients; and individuals planning for their future long-term care needs.

Principles

MLTCC will be a visible and trusted community resource that promotes a quality of life for individuals who need long term-care supports. Individuals will be assisted through the person-centered planning process to set goals, make choices, and plan services in keeping with their own individual strengths, needs and resources. Access to service will be simplified and streamlined. Services will be improved through the active solicitation, inclusion, and use of customer feedback.

Development Strategy

To achieve their stated Vision and Mission, MLTCC will develop partnerships and collaborative processes to maximize community participation in the design and delivery of services; create services that are viewed as visible and trusted sources; provide a system of access that appears seamless and user-friendly to the consumer through streamlined processes for intake, eligibility determination, and access to public programs; incorporate consumer direction and person-centered planning into all aspects of long-term care supports and service system; and increase utilization of health prevention programs and caregiver support services.

Functions

Each LTCC project will provide comprehensive *Information and Assistance* services for a range of supports, services, and resources; provide *Long Term Support Options Counseling and Ongoing Choice Support* to improve customer understanding of all long-term care supports that are available, including understanding the impact of each alternative; facilitate information about transitions and options, as preference or conditions change and when desired, assist in the development of a transition plan; conduct *Functional Eligibility Determination*; coordinate or expedite *Medicaid Financial Eligibility Determination*; offer *Benefits Counseling* to help people learn about and apply for public and private benefits; provide SPE services during emergencies and individual crisis; and facilitate *Person-Centered Planning Process* with consumers.

Outcomes

The success of the MLTCC in removing barriers and improving access will be measured. *Outcomes* to be measured include:

- The extent to which the public views the MLTCC as a trusted source of complete and unbiased information.
- Information is comprehensive and readily available. An increased number of persons have information they need to make informed long-term care choices. Assistance is available at hospitals and other critical locations when needed.
- Access is streamlined. Timeliness for financial eligibility determination meets (or exceeds) federal standard of promptness.
- The persons wishing to transition between long-term care settings have assistance in doing so.
- Increased number of persons who use long-term care supports and services maintain connections with family, neighbors, and friends.
- Persons with disabilities and older adults utilize preventive health activities.
- Planning is person-centered and service decisions are consumer driven.
- Consumers have a defined role in determining quality and prioritizing initiatives.

Regional Demonstration Sites

Michigan has committed funding for a 27 month period to implement four MLTCC demonstration projects:

- Detroit – submitted by the Detroit Area Agency on the Aging, will serve residents of Detroit, Hamtramck, Harper Woods, Highland Park and the Grosse Pointe area, and later expand to all of Wayne county
- Southwest Michigan - submitted by Region IV Area Agency on Aging, will serve residents of Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, St. Joseph, Van Buren counties
- Western Michigan - submitted by HHS Health Options, AAA of Western Michigan and Senior Resources, will serve residents of Allegan, Ionia, Kent, Lake, Mason, Mecosta, Montcalm, Muskegon, Newaygo, Oceana, Osceola, and Ottawa counties
- Upper Peninsula - submitted by U.P. Commission for Area Progress, will serve residents of Alger, Baraga, Chippewa, Delta, Dickinson, Gogebic, Houghton, Iron, Keweenaw, Luce, Mackinac, Marquette, Menominee, Ontonagon, and Schoolcraft counties

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Governance

This initiative results from recommendations of the Michigan Long-Term Care Task Force. Activities are conducted and oversight provided by the DCH Office of Long Term Care Supports and Services in consultation with the Long-Term Care Supports and Services Advisory Commission. Partners at the State level include the DCH Medical Services Administration, the Office of Services to the Aging, and the Department of Human Services.